



Academic Health Science Networks -stakeholder research 2016

Overview



Survey details

This online survey was administered to stakeholders of the Academic Health Science Networks and covers the same areas as the first wave in 2015.

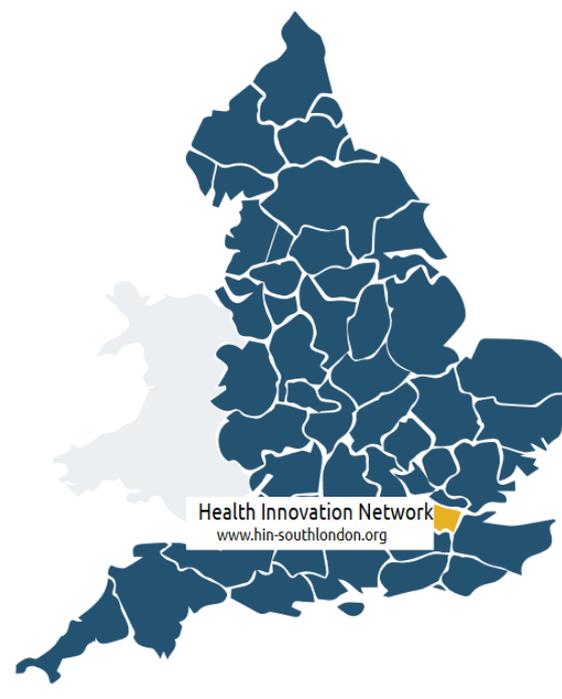
As with last year, stakeholders were initially pre-identified and provided with the opportunity to comment on any of the following:

- The AHSN which they are identified as having worked with/are associated with;
- Any other AHSN; and
- The entire AHSN network at a national level.

In addition, individuals who were not pre-identified as stakeholders were also given the chance to comment on AHSNs of their choosing via open links disseminated by NHS England, other stakeholders, and through AHSNs' own communication channels.

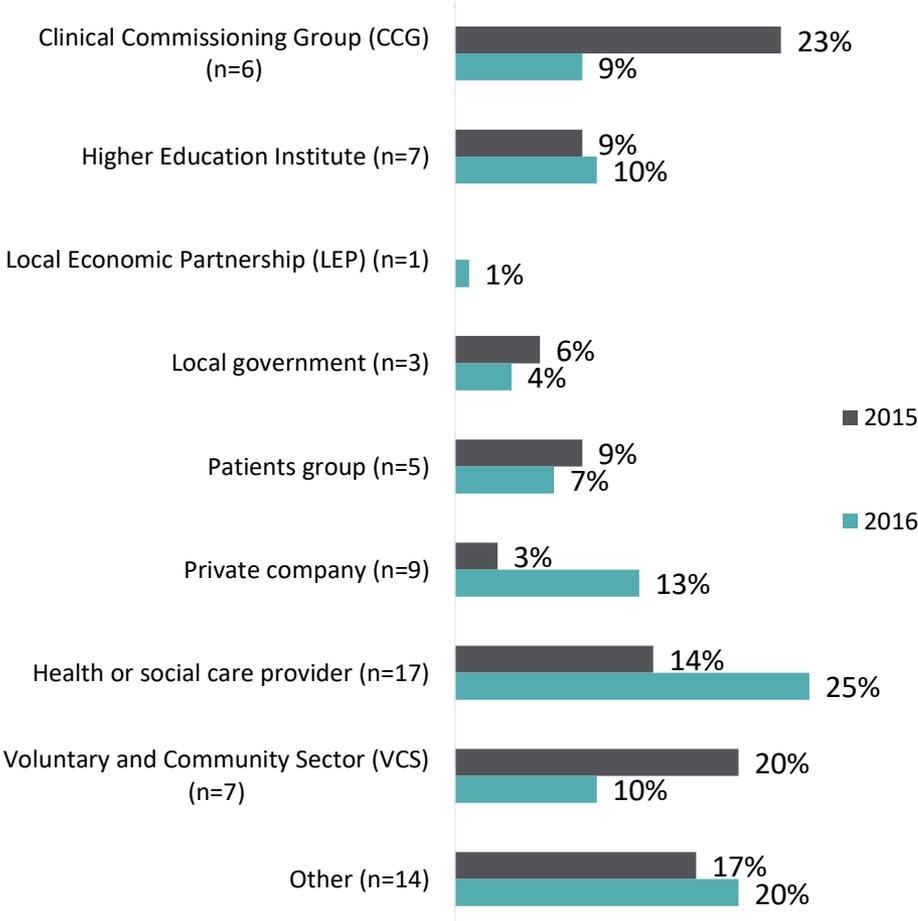
This report contains responses specifically given in relation to Health Innovation Network South London. This is based on 69 responses. In the report, the data is compared against the 2015 results for this AHSN, and also the total figure for all AHSNs for each specific question.

The survey ran between 17th August and 19th September 2016.

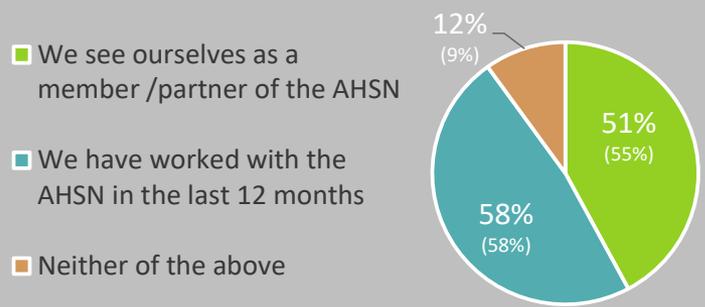


Who took part?

Stakeholder type

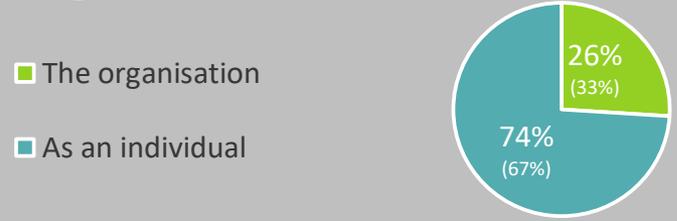


Working relationship



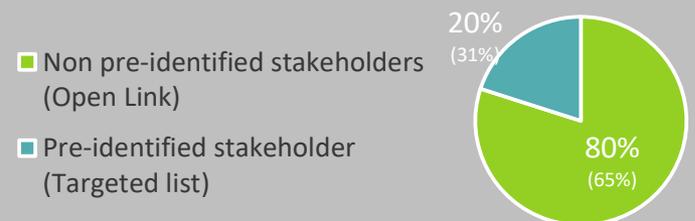
Note: All AHSN figures in brackets

Answering on behalf of their organisation or as an individual



Note: All AHSN figures in brackets

Sample source



Note: All AHSN figures in brackets



Understanding the results

A **sample of stakeholders** were surveyed, rather than the entire population of stakeholders. The percentage results are subject to **sampling tolerances** – which vary depending on the size of the sample and the percentage concerned.

Confidence levels say how ‘sure’ we are about the results. That is, at 95% confidence level we have 95% probability that the results didn’t happen by chance but are similar to what is real for the population. If the survey was rerun 100 times the results in 95 of those surveys would fall very closely to the first run.

For example, for a question where 50% of the stakeholders in a sample of 100 respond with a particular answer, **the chances are 95 in 100 that this result would not vary** more than one percentage point, plus or minus, from the result that would have been obtained from a census of the entire population of stakeholders (using the sample procedure).

However, **caution should be taken** where the sample is smaller than 100. When comparing an individual AHSN’s results to the national average, a difference must be of at least a certain size to be statistically significant. The table below illustrates the percentage difference needed based on example size sizes and percentage, in order to be at the 95% confidence level.

Size of sample	Approximate sampling tolerances applicable to percentages at or near these levels (at the 95% confidence level)		
	90%	70%	50%
100	6% points	9% points	10% points
70	7% points	11% points	12% points
50	8% points	13% points	14% points

Also please note that sometimes the adding together of two percentages will not equal the net calculation because of rounding.



Summary



Summary (1)

- 86% would recommend working with HIN South London (slide 42). This is a small decrease compared to 2015 (91%) but still places HIN South London in the upper tier against the AHSN average.
- Four out of five stakeholders (81%) felt that the AHSN had helped them achieve their objectives over the previous year (slide 40). This was considerably higher than in 2015 (66%) and is higher than average for all AHSNs (62%).
- Over half (54%) of stakeholders state that they have a 'good' understanding of HIN South London's role (slide 10). This is an increase compared to 2015 (43%) and above average for all AHSNs (46%). Accordingly – a 67% feel that its role has become clearer in the last 12 months.
- Over a third (35%) state that they have a good understanding of HIN South London's plans and priorities with another 38% having a fair understanding (slide 13). This is an improvement compared to 2015 when 32% had a 'good' understanding and compares favourably with the average for all AHSNs this year (26%).

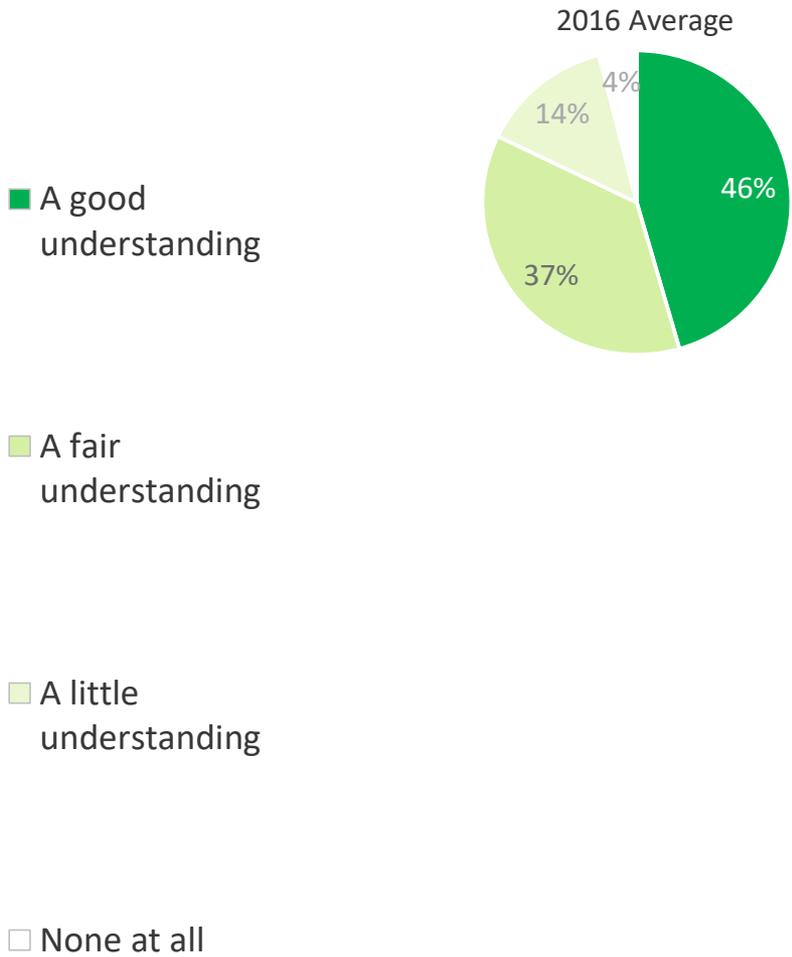
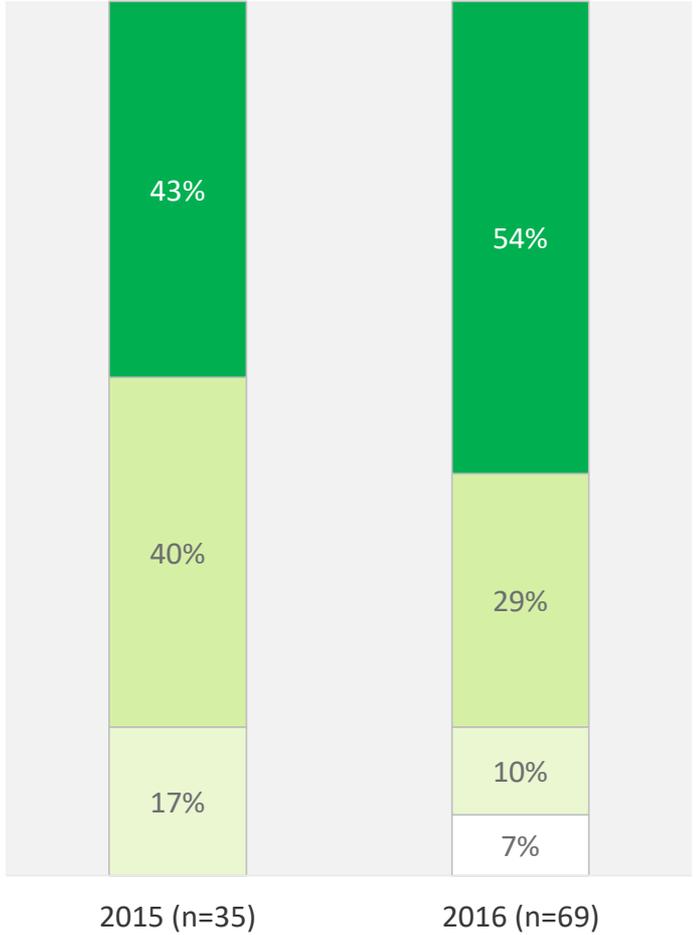
Summary (2)

- 78% now feel that the AHSN has clear and visible leadership, compared to 61% in 2015 (slide 18). This figure is higher than the average across all AHSNs (68%).
- Over three quarters (78%) agree that HIN South London's priorities are aligned to local priorities (slide 23). This is another improvement compared to 2015 (61%) and is higher than the level across all AHSNs (63%).
- 84% think HIN South London's work has been valuable in terms of 'facilitating collaboration' over the past 12 months. This represents an increase of 12 percentage points compared to 2015. Furthermore, 74% have found value in its 'quality improvement' work and 77% in the 'identification, adoption and spread of innovation' (slide 29 & 30).
- Perceptions of the effectiveness of HIN South London have increased compared to 2015. 79% agreed it has been effective on 'focusing on the needs of patients and local populations' compared to 69% in 2015 and likewise 77% on 'speeding up the adoption of innovation into practice' compared to 63% last year (slide 36 & 37).

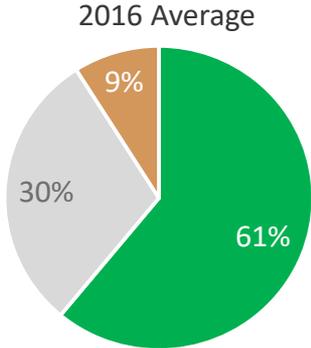
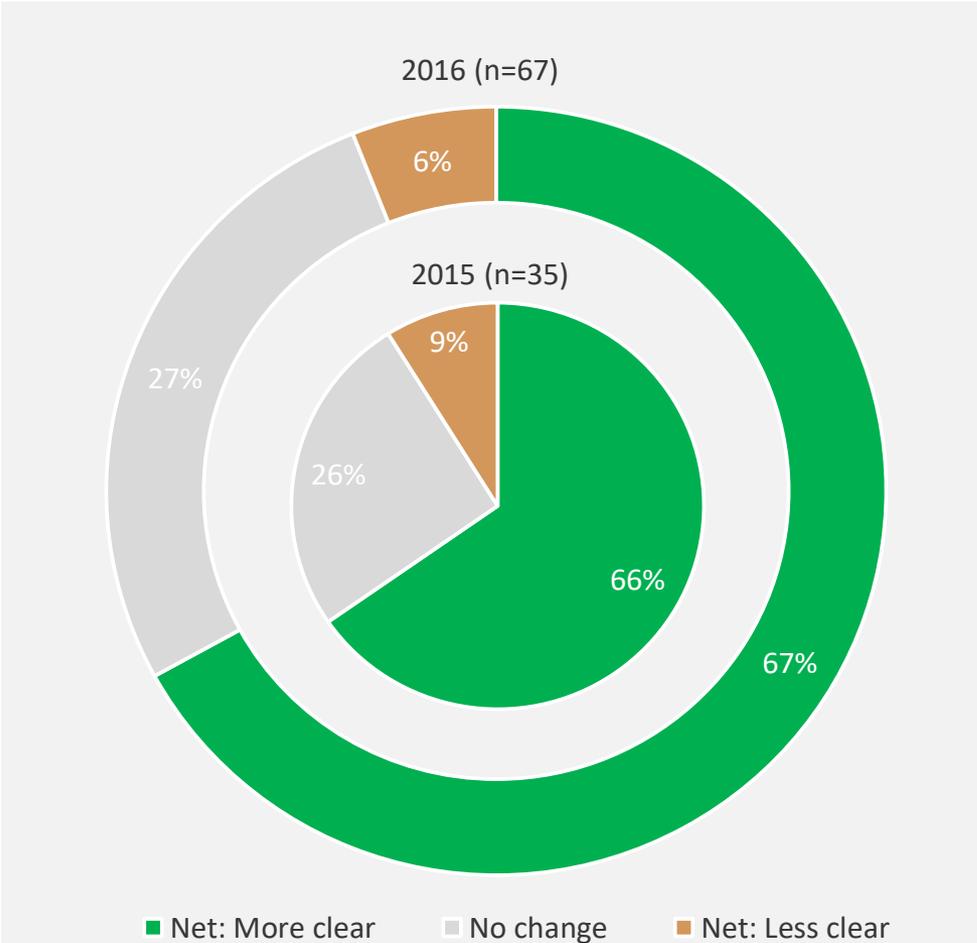
Understanding the role of the AHSN



Q. To what extent do you feel you understand the role of the AHSN?



Q. And thinking about the past 12 months, to what extent has the role of the AHSN become more or less clear?

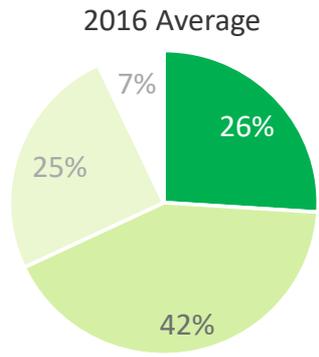
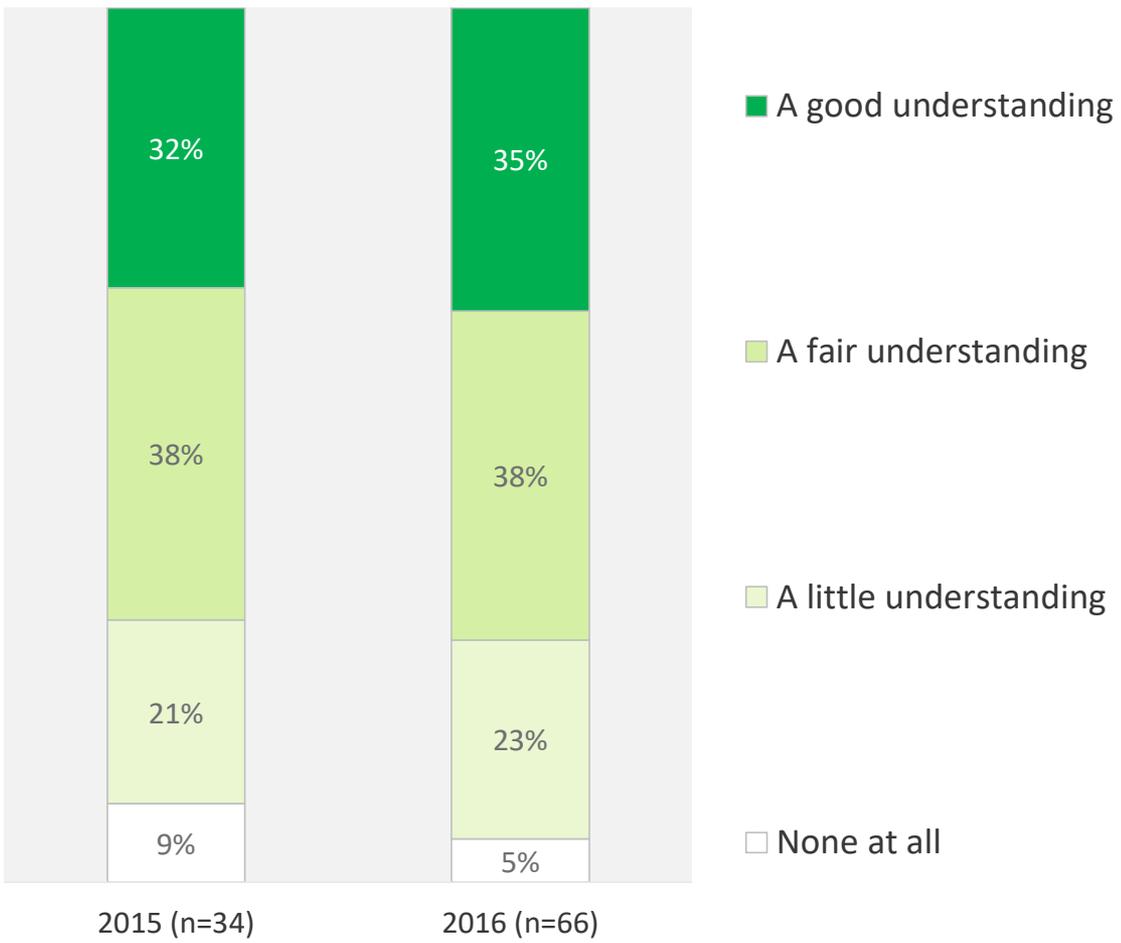


Net: more clear = % much more clear + % more clear
 Net: less clear = % much less clear + % less clear

Understanding of AHSN plans and priorities



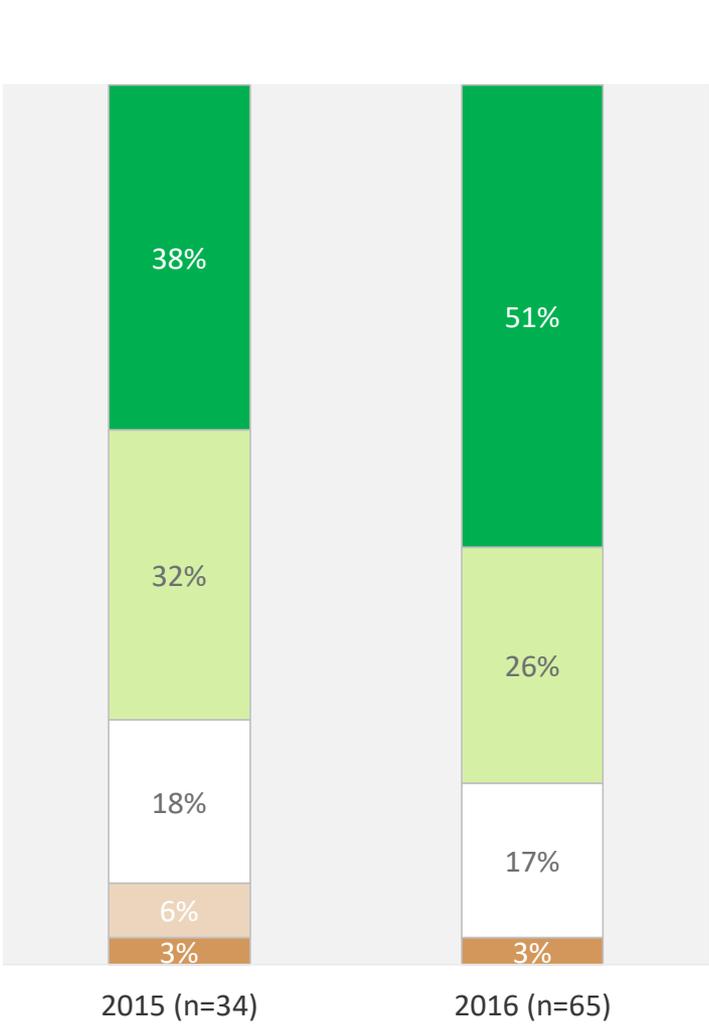
Q. To what extent, if at all, do you understand the AHSN's plans and priorities?



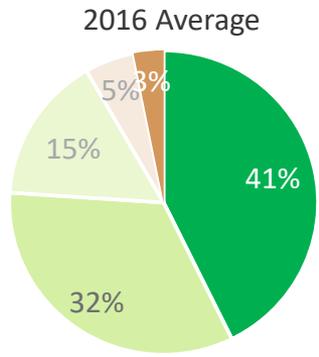
Stakeholder relationship with the AHSN



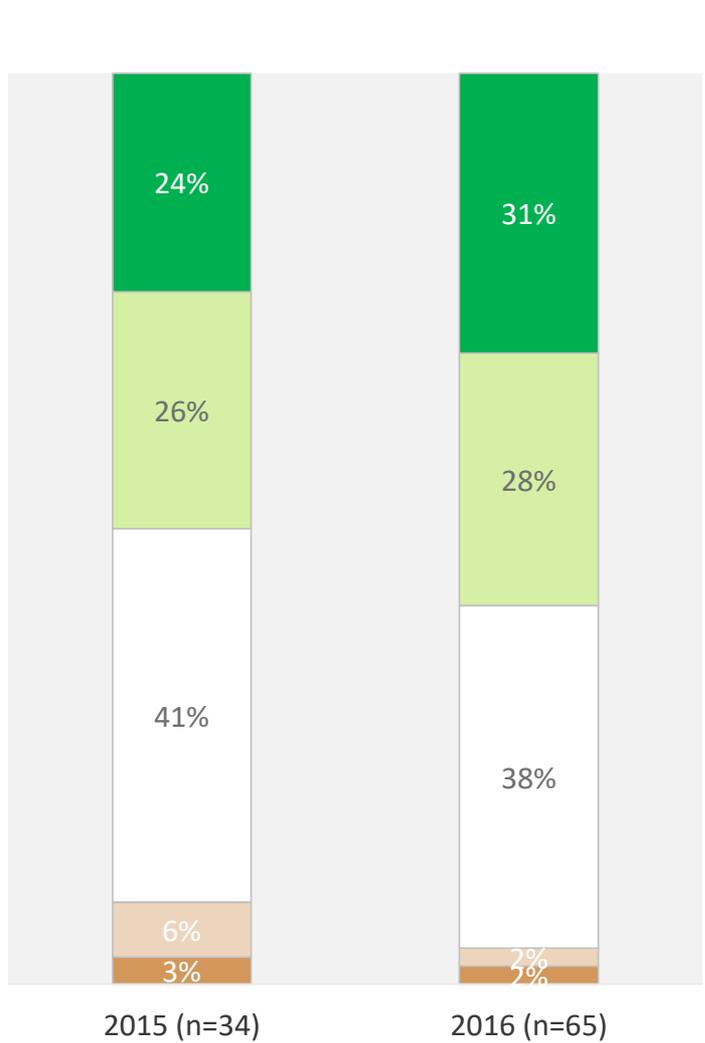
Q. Overall, how would you rate your working relationship with your AHSN?



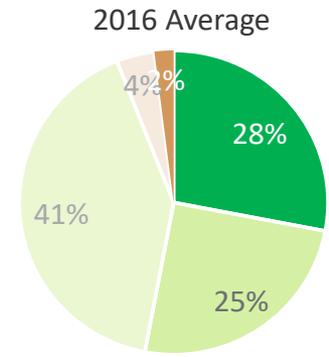
- Very good
- Quite good
- Neither good nor poor
- Quite poor
- Very poor



Q. Thinking back over the past 12 months, would you say your working relationship with the AHSN has got better, worse, or is about the same?



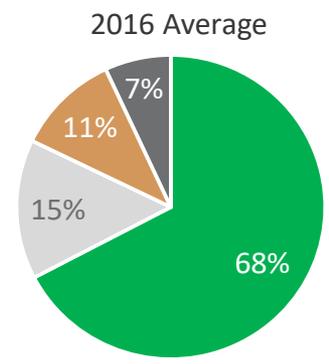
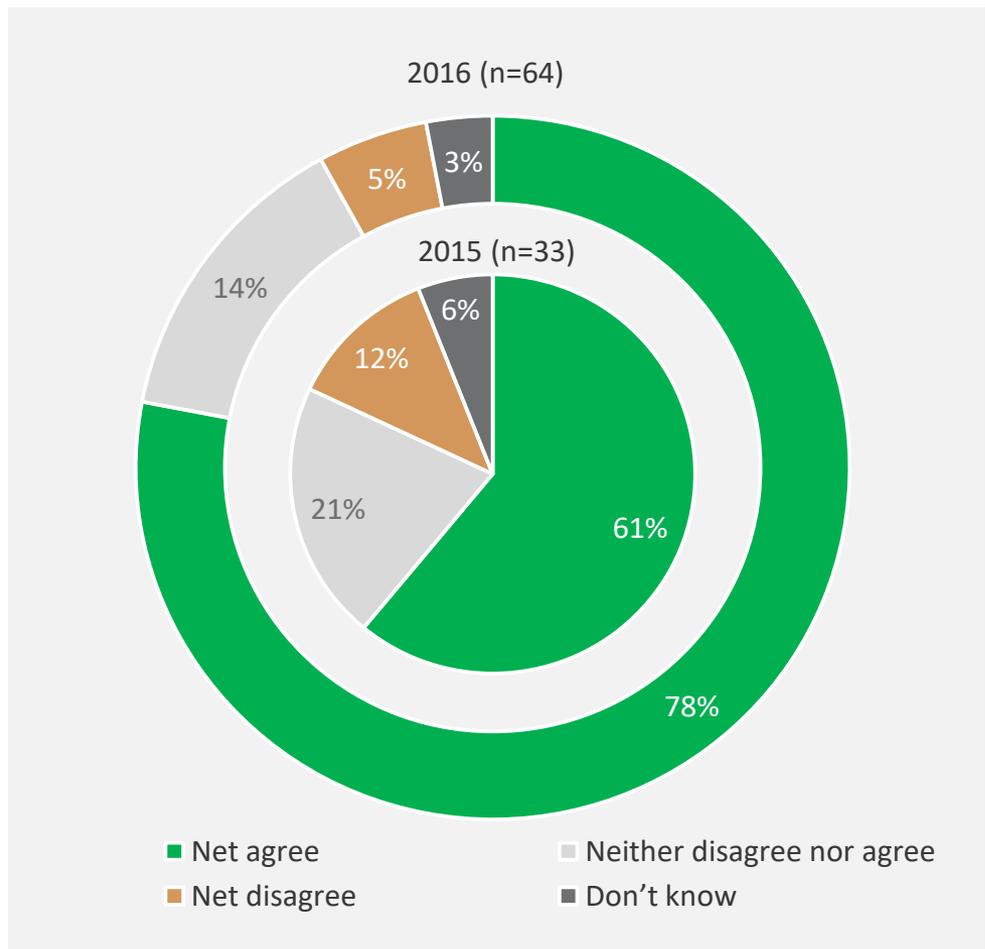
- A lot better
- A little better
- About the same
- A little worse
- A lot worse



Stakeholder perceptions



Q. To what extent do you agree or disagree with the following?
The AHSN has clear and visible leadership

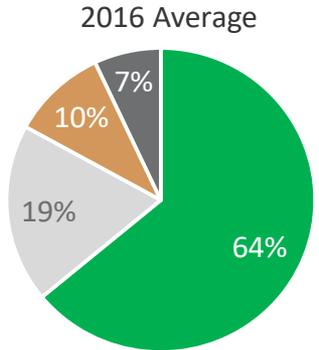
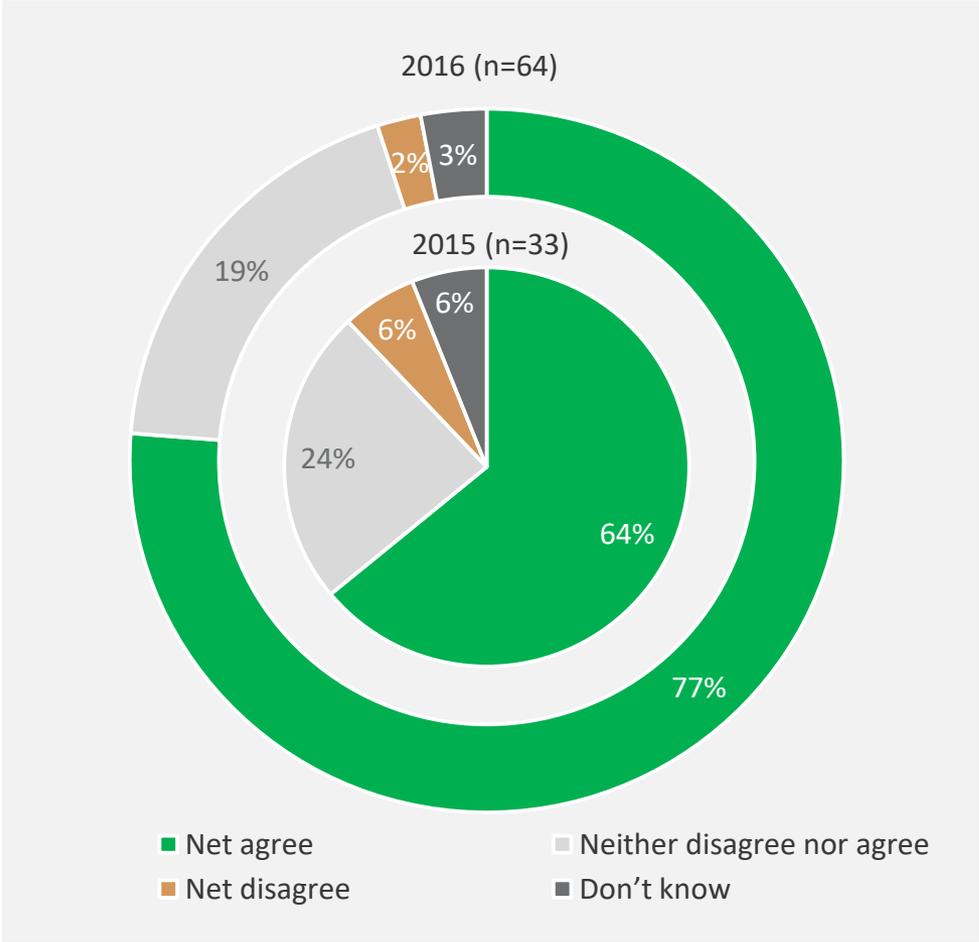


■ Net agree ■ Neither disagree nor agree
■ Net disagree ■ Don't know



Net agree = % strongly agree + % tend to agree
 Net disagree = % strongly disagree + % tend to disagree

Q. To what extent do you agree or disagree with the following?
I have confidence in the AHSN to deliver its plans and priorities

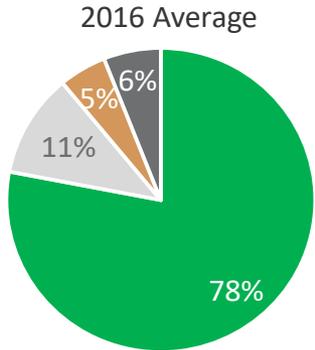
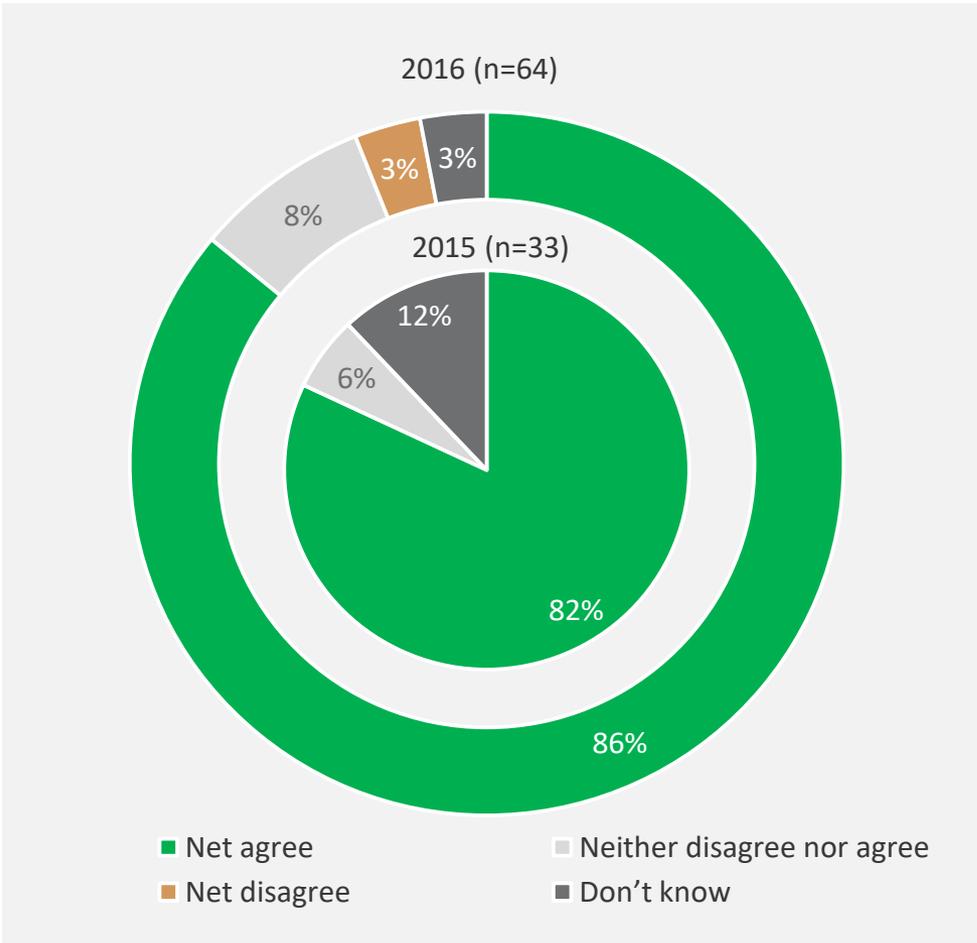


■ Net agree ■ Neither disagree nor agree
■ Net disagree ■ Don't know



Net agree = % strongly agree + % tend to agree
 Net disagree = % strongly disagree + % tend to disagree

Q. To what extent do you agree or disagree with the following?
AHSN staff are knowledgeable

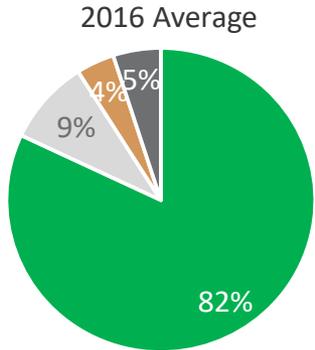
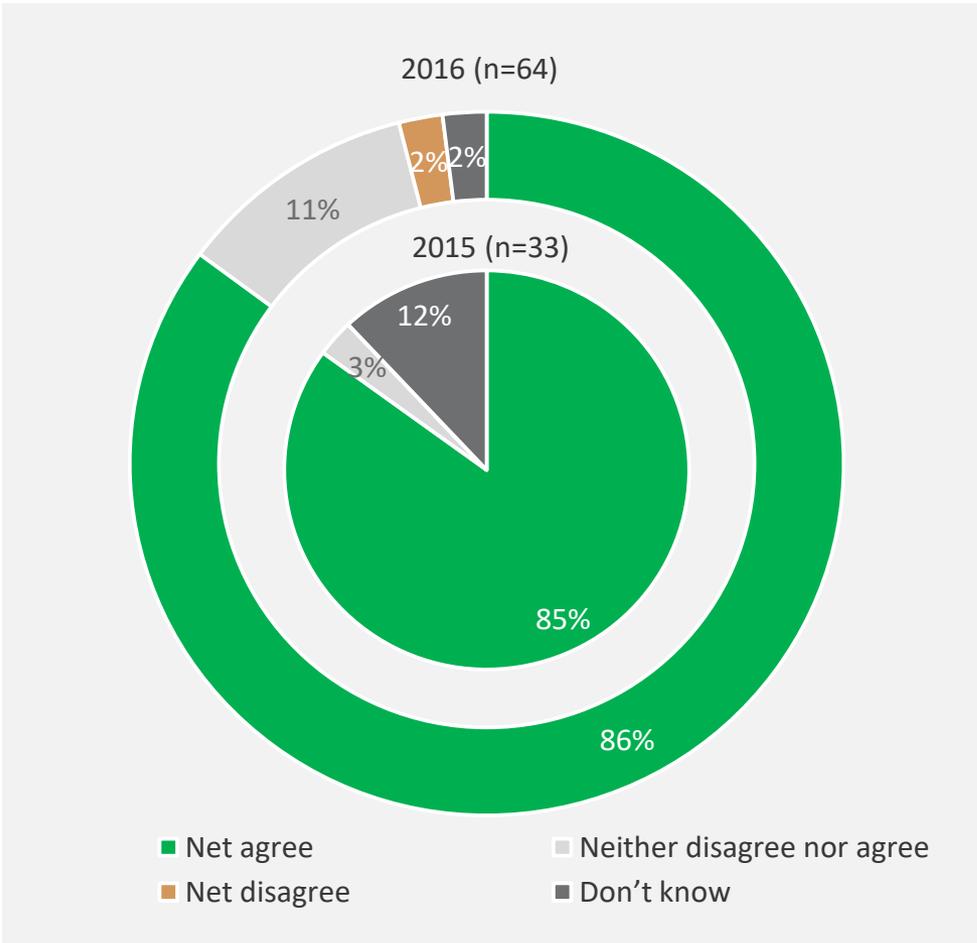


■ Net agree □ Neither disagree nor agree
■ Net disagree □ Don't know



Net agree = % strongly agree + % tend to agree
 Net disagree = % strongly disagree + % tend to disagree

Q. To what extent do you agree or disagree with the following?
AHSN staff are helpful

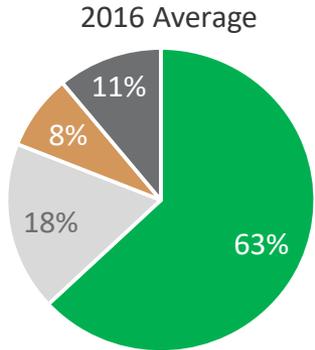
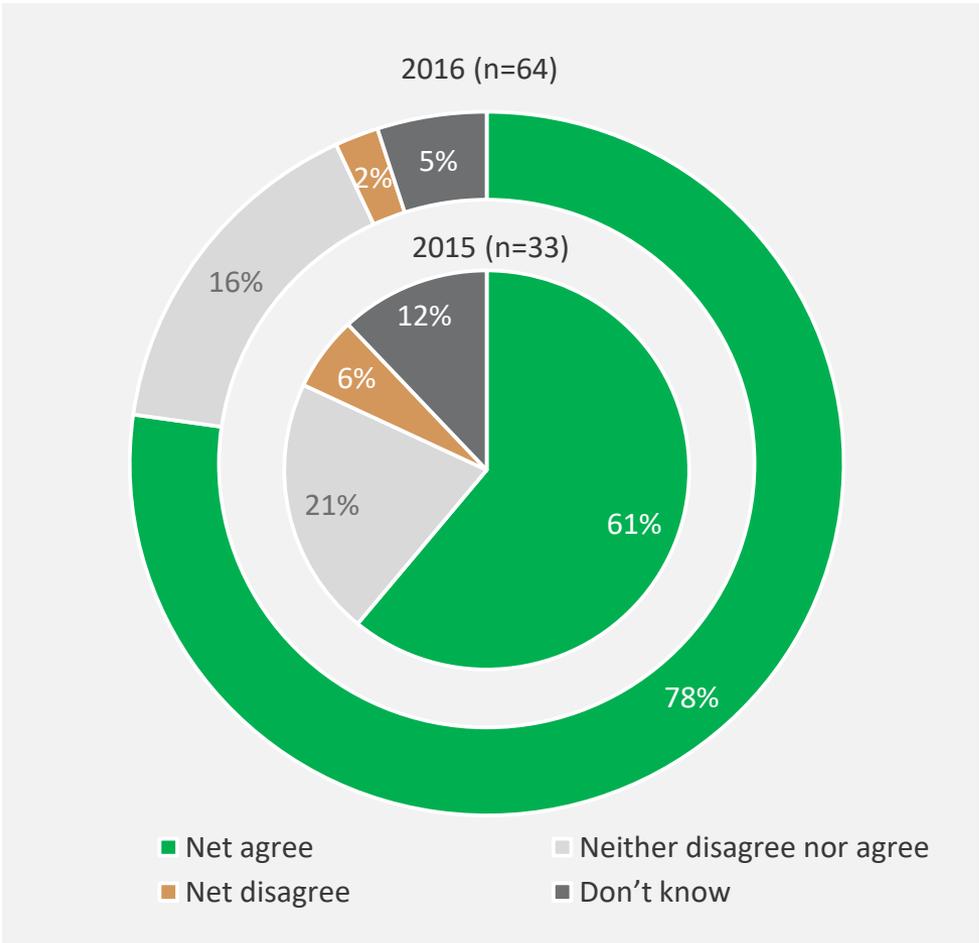


■ Net agree ■ Neither disagree nor agree
■ Net disagree ■ Don't know



Net agree = % strongly agree + % tend to agree
 Net disagree = % strongly disagree + % tend to disagree

Q. To what extent do you agree or disagree with the following?
AHSN priorities are aligned to local priorities



■ Net agree ■ Neither disagree nor agree
■ Net disagree ■ Don't know



Net agree = % strongly agree + % tend to agree
 Net disagree = % strongly disagree + % tend to disagree

Q. To what extent do you agree or disagree that in the last 12 months?

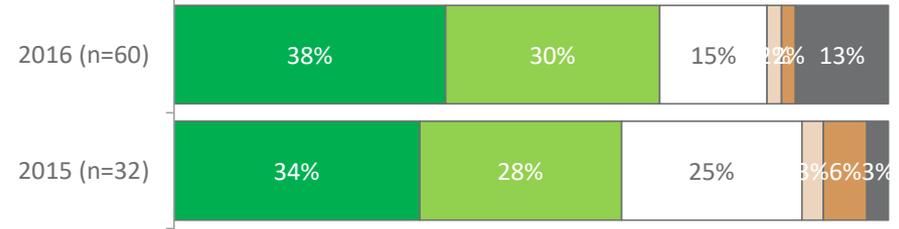
% of those who agree that....

The AHSN has engaged with you effectively when developing its plans and priorities



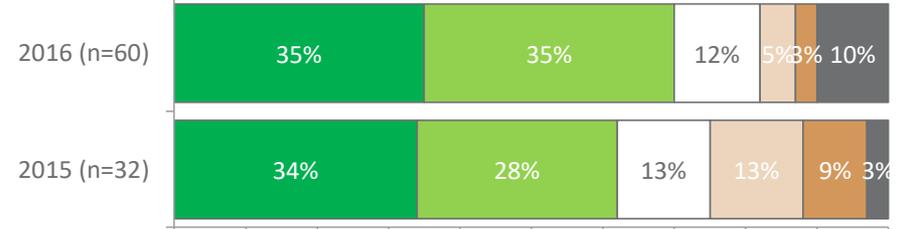
All: **54%**
HIN South London: **65%**

The AHSN has listened to your views



All: **63%**
HIN South London: **68%**

You have felt involved in the AHSN



All: **61%**
HIN South London: **70%**

■ Strongly agree
 ■ Tend to agree
 ■ Neither agree nor disagree
■ Tend to disagree
 ■ Strongly disagree
 ■ Don't know



Attitudes towards AHSN staff



Q. If you have any comments about the AHSN's staff, leadership and priorities, please type in below *[continued from previous page]*

Theme(s) identified within the answers provided by specific stakeholder groups include:

Theme #1: Knowledgeable

Theme #2: Communication

Voluntary and Community Sector (VCS)

"The staff are of a very high standard. They deliver projects in amazingly short timescales to very high standards, but at the same time listening to other people and particularly the patients they are trying to help."

"The HIN is well led and the people that I have interacted with have been not only personable, but knowledgeable and helpful."

Local Government

"The CEO has exceptional strategic and relationship management skills. She is a natural collaborator with real drive and passion to improve the health and care outcomes of Londoners"

Other

"The AHSN staff are very helpful and actively encourage and support collaborative working. They are also very proactive in their approach to supporting SMEs and introducing innovative technologies into the NHS."

"Staff are knowledgeable and collegiate, always happy to share best practice. Leadership is visible and strong, commercially aware."

Health or social care provider

"Communication with members not always effective."

Clinical Commissioning Group (CCG)

"Lots of opportunities for expansion of current AHSN programmes, but need more communication with local clinical leads to determine priorities"



Value associated with the level of support provided



Q. The AHSN aims to work with organisations on the following themes. For each theme, how valuable or not has been the support from the AHSN in the last 12 months?

Patient safety



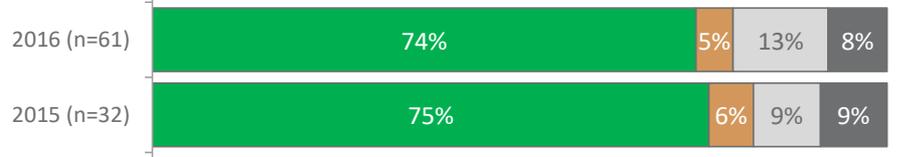
% of those who think that that the AHSN has provided valuable support on....

All: **49%**
HIN South London: **61%**

% of those who think that that the AHSN has provided valuable support excluding those answering 'not received' and 'not applicable'

HIN South London 2016: **93%**
All 2016: **85%**
HIN South London 2015: **89%**
All 2015: **82%**

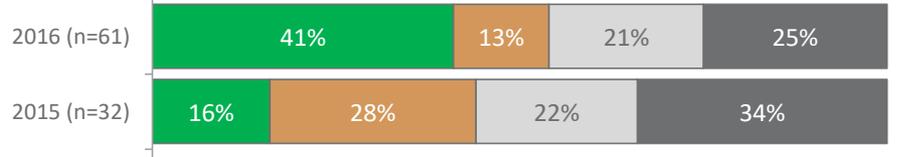
Quality improvement (providing support for innovation and new ways of working)*



All: **65%**
HIN South London: **74%**

HIN South London 2016: **94%**
All 2016: **88%**
HIN South London 2015: **92%**
All 2015: **78%**

Commercial development



All: **43%**
HIN South London: **41%**

HIN South London 2016: **76%**
All 2016: **77%**
HIN South London 2015: **36%**
All 2015: **68%**

Commissioning support



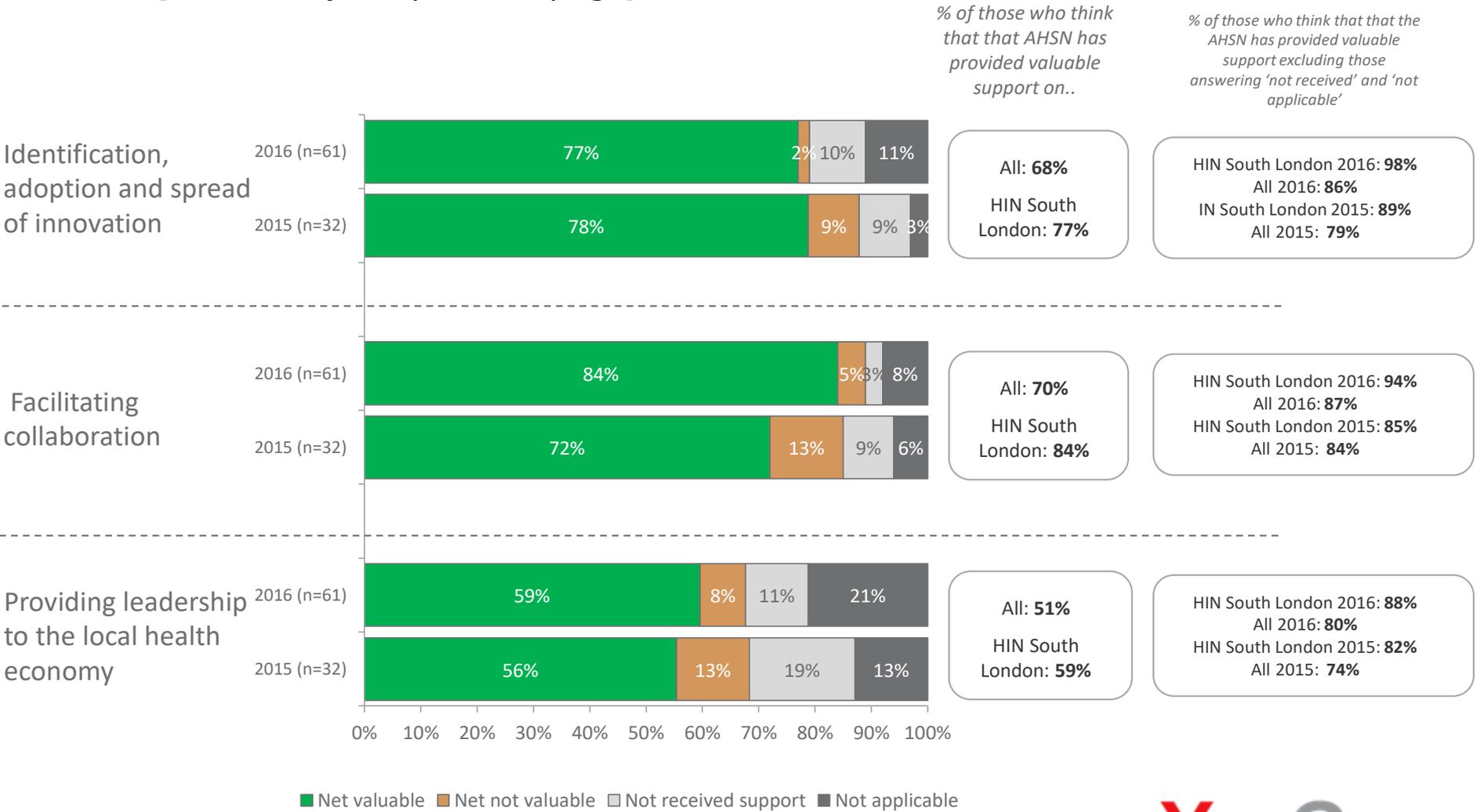
All: **35%**
HIN South London: **44%**

HIN South London 2016: **87%**
All 2016: **76%**
HIN South London 2015: **71%**
All 2015: **63%**

■ Net valuable ■ Net not valuable ■ Not received support ■ Not applicable



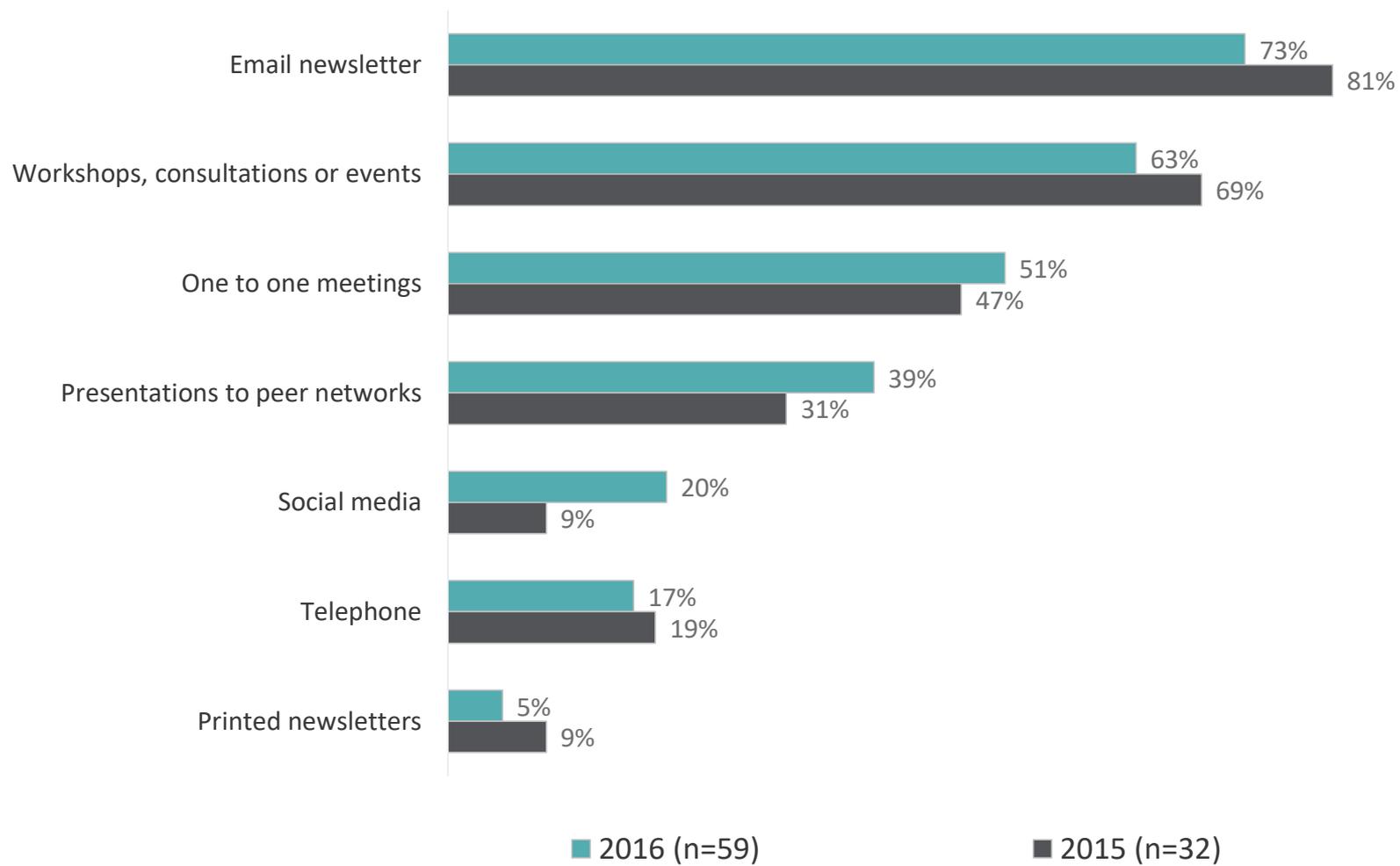
Q. The AHSN aims to work with organisations on the following themes. For each theme, how valuable or not has been the support from the AHSN in the last 12 months? *[continued from previous page]*



Preferred methods of communication between AHSN and stakeholders



Q. Which, if any, of the following are or would be your preferred ways for the AHSN to communicate with you?



Impressions of AHSN performance & effectiveness



Q. Overall, how would you rate the AHSN's...

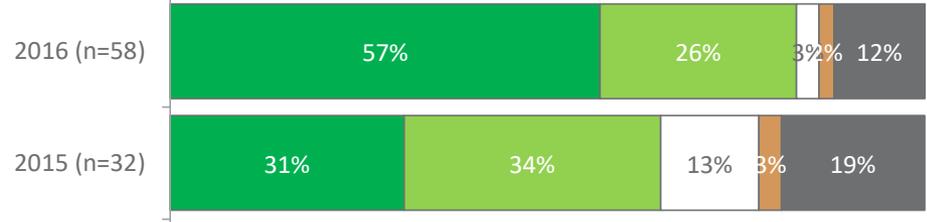
Position indicator:
% of those who rate the AHSN as
very / quite good for...

Accessibility



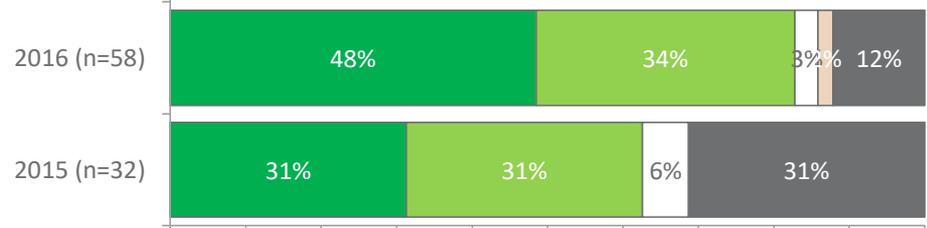
All: **70%**
HIN South
London: **83%**

Responsiveness



All: **70%**
HIN South
London: **83%**

Quality of advice



All: **70%**
HIN South
London: **83%**

Very good Quite good Neither good nor poor Quite poor Very poor Don't know



Q. Overall, how would you rate the AHSN's... [continued from previous page]

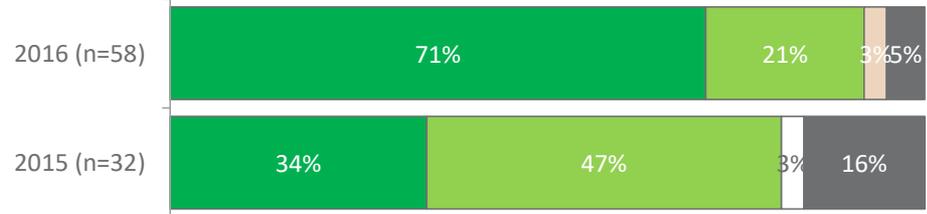
Position indicator:
% of those who rate the
AHSN as good for...

Quality of support



All: **69%**
HIN South
London: **83%**

Knowledge of the local landscape



All: **74%**
HIN South
London: **91%**

Promoting change in the local health economy

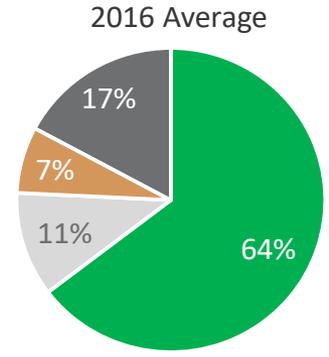
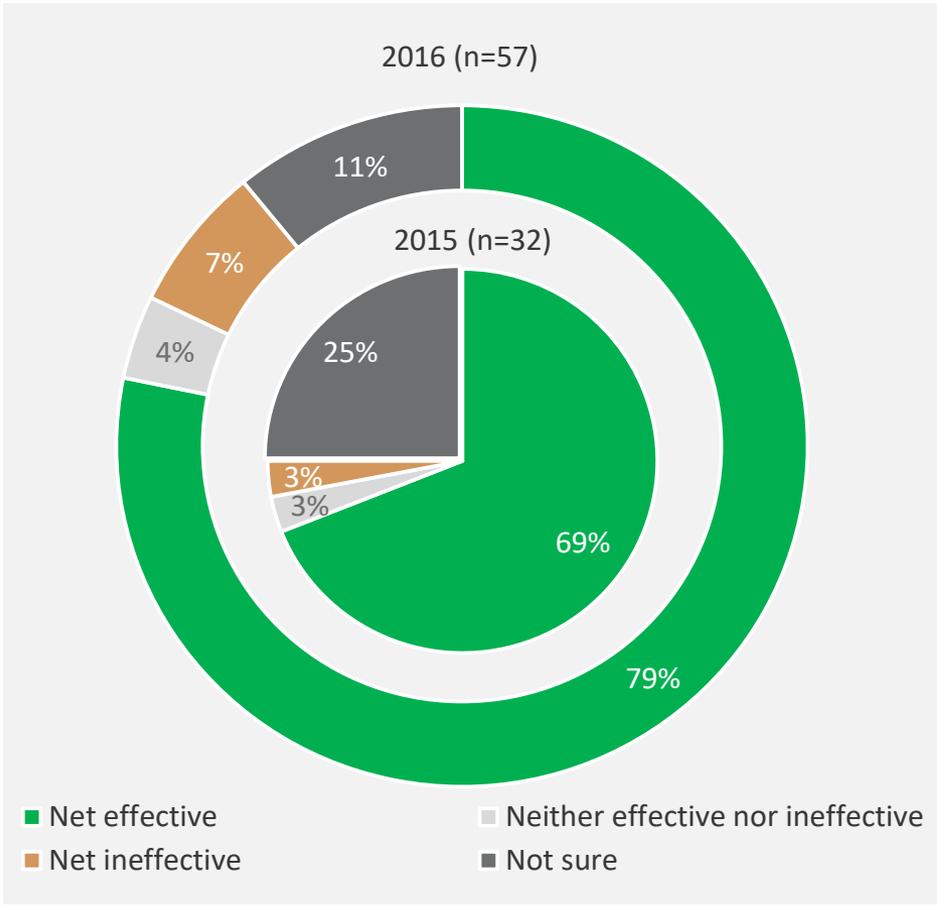


All: **64%**
HIN South
London: **84%**

Very good Quite good Neither good nor poor Quite poor Very poor Don't know



Q. How effective or ineffective is the AHSN in doing each of the following? *Focusing on the needs of patients and local populations*

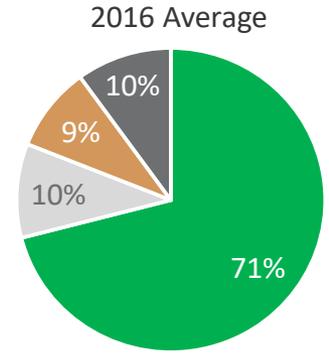
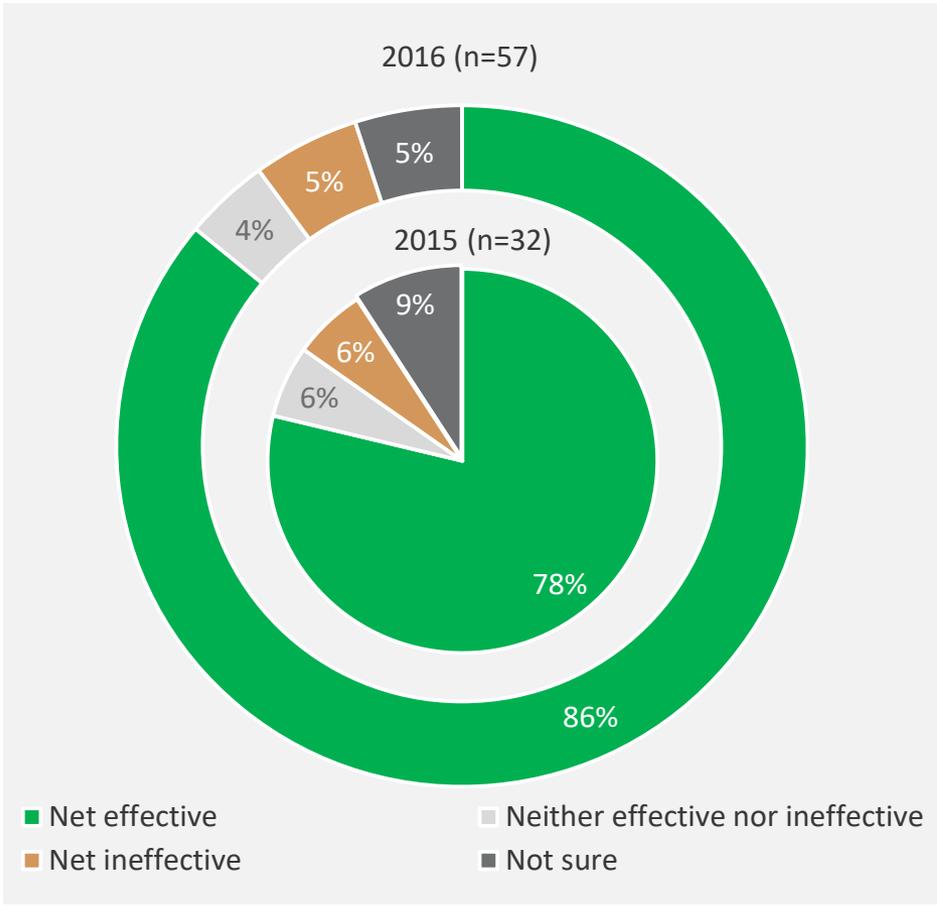


■ Net effective ■ Neither effective nor ineffective
■ Net ineffective ■ Not sure



Net effective = % very effective + % quite effective
 Net ineffective = % quite ineffective + % very ineffective

Q. How effective or ineffective is the AHSN in doing each of the following? *Building a culture of partnership and collaboration*

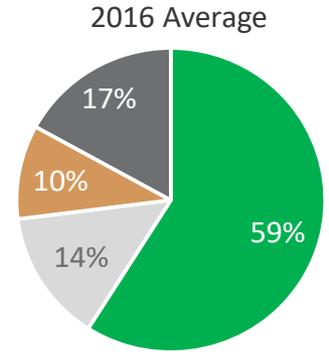
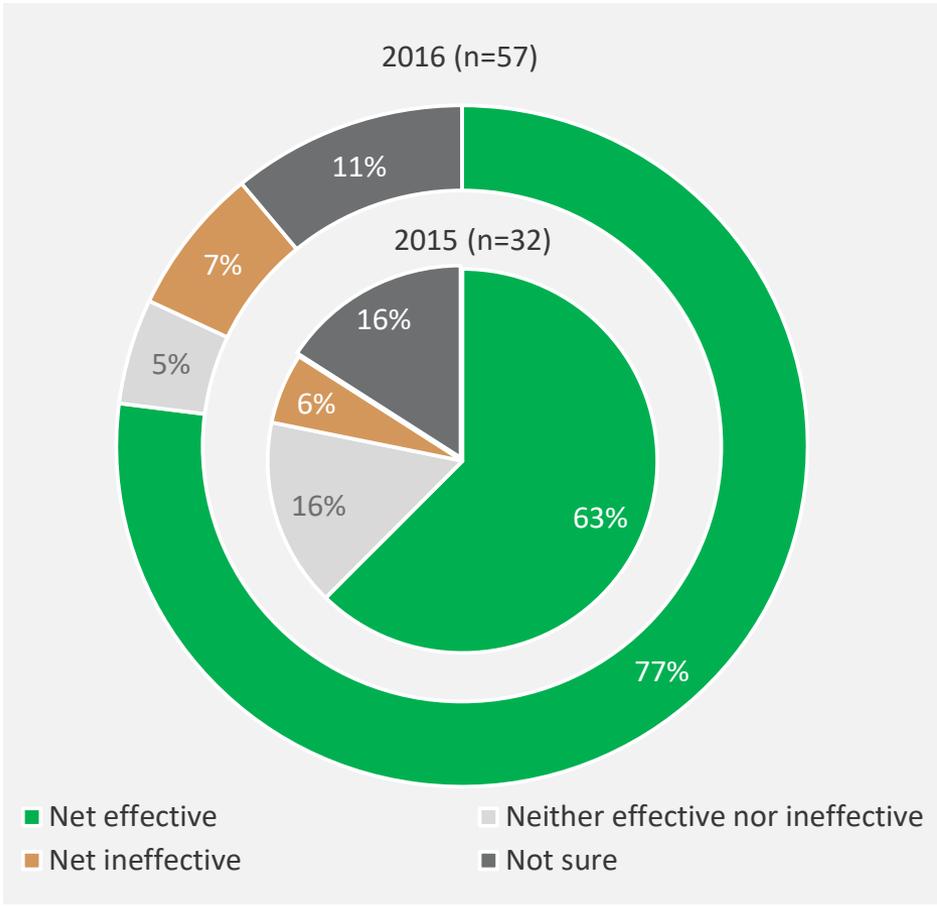


■ Net effective ■ Neither effective nor ineffective
■ Net ineffective ■ Not sure



Net effective = % very effective + % quite effective
 Net ineffective = % quite ineffective + % very ineffective

Q. How effective or ineffective is the AHSN in doing each of the following? *Speeding up adoption of innovation into practice*

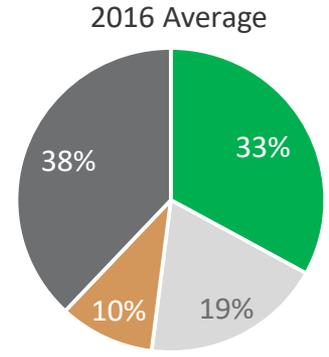
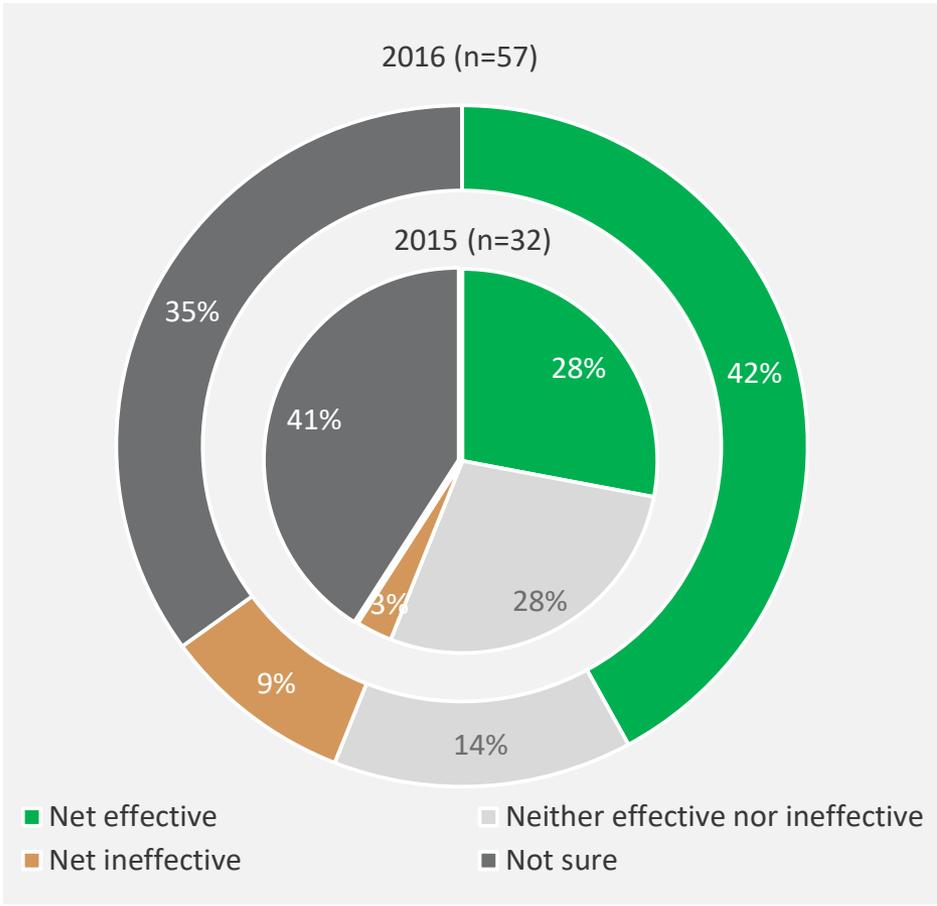


■ Net effective ■ Neither effective nor ineffective
■ Net ineffective ■ Not sure



Net effective = % very effective + % quite effective
 Net ineffective = % quite ineffective + % very ineffective

Q. How effective or ineffective is the AHSN in doing each of the following? *Creating wealth*

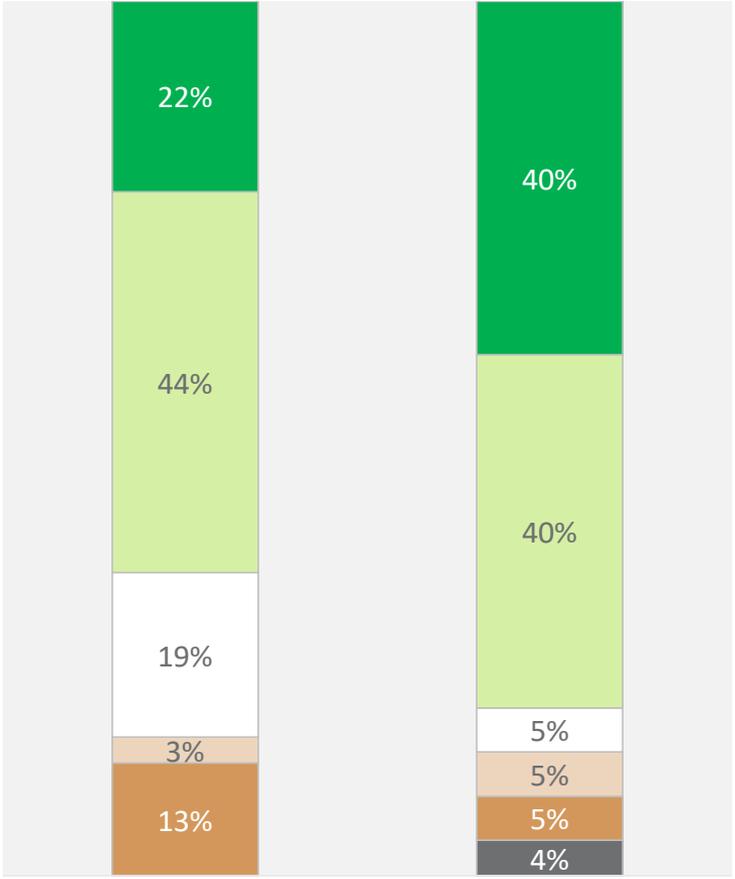


■ Net effective ■ Neither effective nor ineffective
■ Net ineffective ■ Not sure

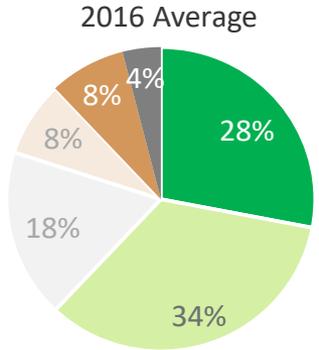
Net effective = % very effective + % quite effective
 Net ineffective = % quite ineffective + % very ineffective



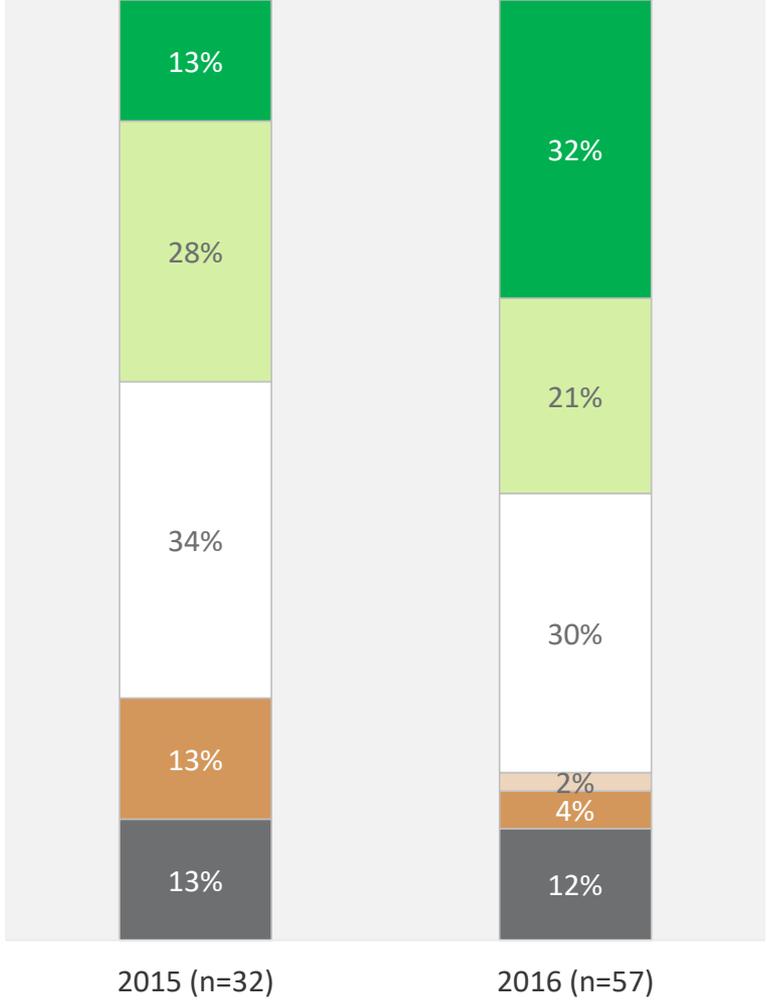
Q. Thinking about the last 12 months to what extent would you agree or disagree that the AHSN has helped you / your organisation achieve your objectives?



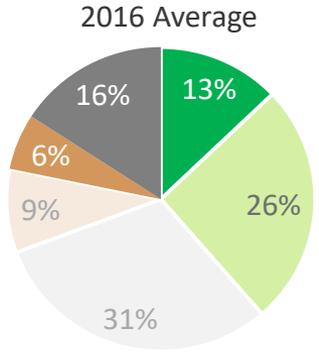
- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know



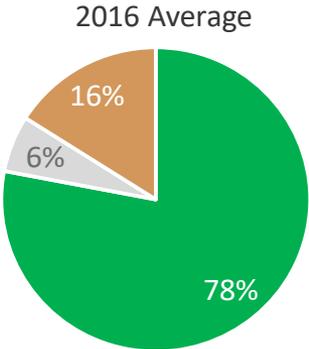
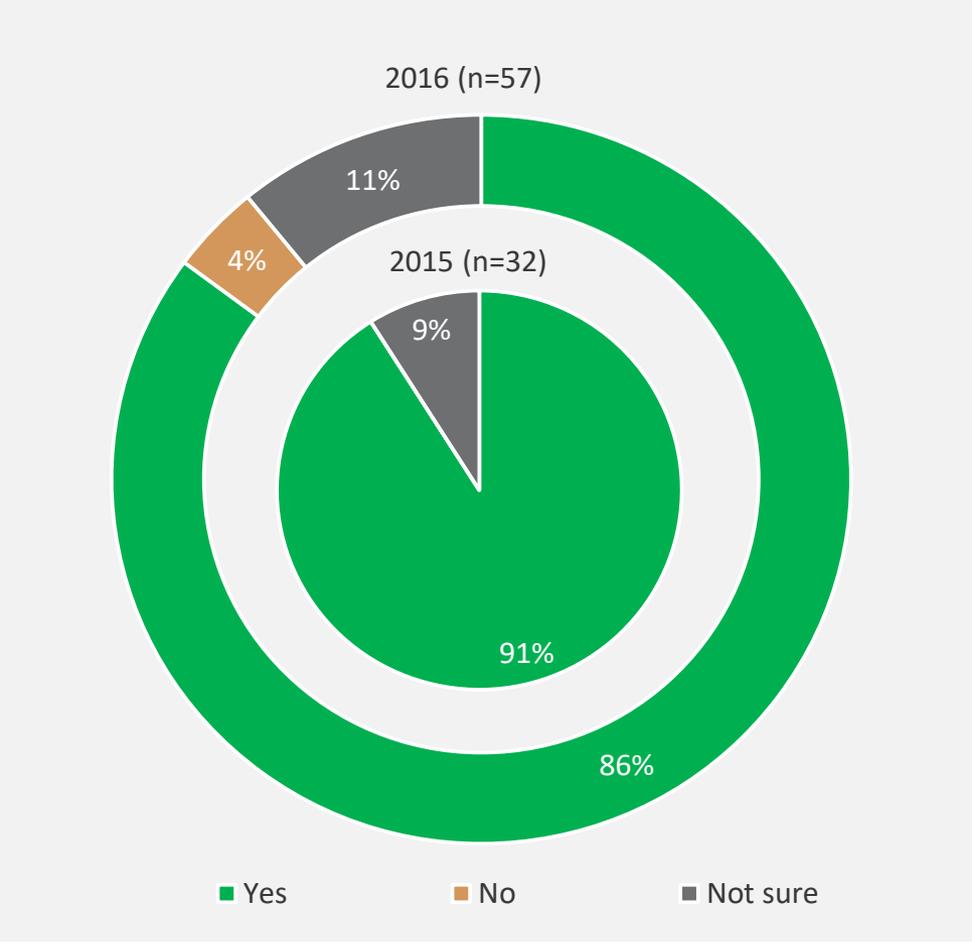
Q. Has the AHSN achieved more or less than you expected in the last 12 months?



- Much more
- Somewhat more
- About what was expected
- Somewhat less
- Much less
- Not sure



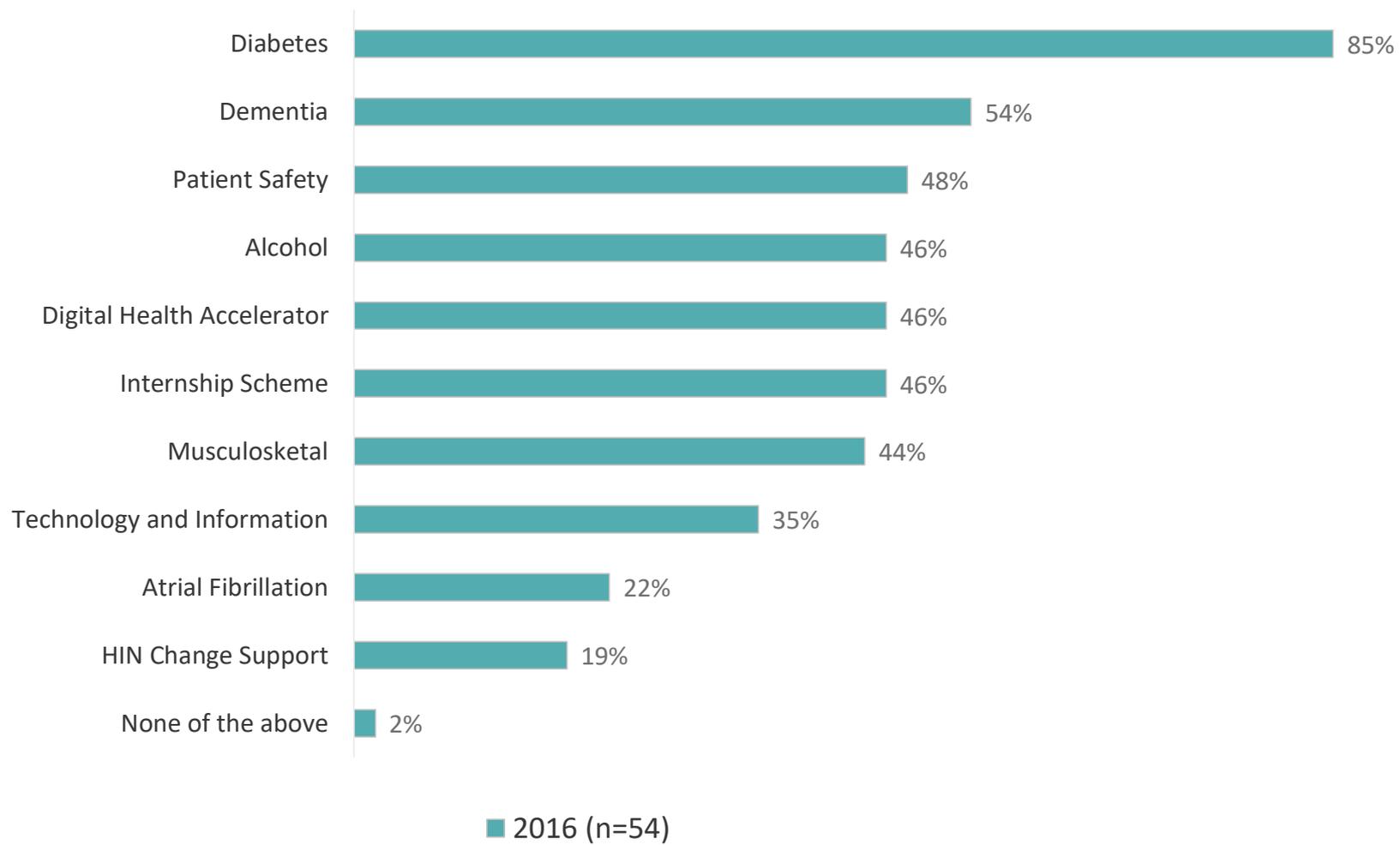
Q. Would you recommend involvement in /working with the AHSN to others?



AHSN specific questions



Q. Which Health Innovation Network programmes are you aware of?



If there is one thing Health Innovation Network is known for, what is it?

Theme(s) identified within the answers provided by specific stakeholder groups include:

Theme #1: Facilitating Collaboration

Voluntary and Community Sector (VCS)

“Bringing people together to promote innovation”

Clinical Commissioning Group (CCG)

“bring people together to make change happen”

Higher Education Institute

“Good networking opportunities at events”

Health or Social Care Provider

“Collaboration / facilitating sharing best practice”

Private Company

“Connecting people”

Theme #2: Diabetes

Health or Social Care Provider

“diabetes”

“engagement with the CLAHRC and Diabetes”

Other

“Diabetes collaborative”

“Increasing uptake of insulin pump therapy”

How could Health Innovation Network help your organisation more?

Theme(s) identified within the answers provided by specific stakeholder groups include:

Theme #1: Focus on Collaboration and Partnerships

Voluntary and Community Sector (VCS)

“partnership work in dealing with alcohol misuse”

Other

“I would like to share our work and help support spread and adoption.”

“Closer partnership working”

Health or Social Care Provider

“Better comms”

Local Government

“Increase the collaboration with the other London AHSNs to defuse innovation quicker”